



**Arkansas Public Administration Consortium  
2010-2011**

**The Certified Volunteer Manager Program**

*~~Offering support to those who offer themselves~~*

***It's time to turn to  
APAC - if you work  
with volunteers***

APAC, the Arkansas Public Administration Consortium, **in conjunction with the Department of Human Services Division of Volunteerism**, sponsors a nationally recognized Certified Volunteer Manager (CVM) program designed for administrators, directors, managers and coordinators of volunteers and volunteer programs.

The CVM program fosters professional excellence in volunteer management. Participants in the CVM program complete six professional management workshops and a management narrative focusing on:

- Volunteer leadership
- Professional standards and achievements; and
- New developments in the theory and practice of volunteer management

Successful graduates of the program are then recognized as Certified Volunteer Managers.

Two years of volunteer management experience or completion of Volunteer Management 101 is *recommended* as a prerequisite.

**Class size is limited. Early application submission is recommended.**

APAC's CVM program serves as a national model for volunteer leadership training. CVM is offered as a series of six two-day sessions that start in September and end in March. The sessions run from 9:00 a.m. to 4:30 p.m. each day. Course tuition is \$800 for the six sessions, payable upon acceptance into the program.

Classes for 2010-2011 are held at **The First Tee of Central Arkansas**, in Little Rock.

The six sessions and scheduled dates are as follows:

**Overview of the Field and Professional Development:**

Examines the art and science of volunteer management. It focuses on leadership styles and the organizational climates in which volunteer managers work.

**September 15-16, 2010**

**Program Planning:**

Discusses how to establish priorities, strategic planning, and identifying and influencing the environment in which volunteer managers perform.

**October 13-14, 2010**

**Organizing for Results:**

Covers job design and description, and demonstrates NOAH, Needs Overlap Analysis in the Helping Process, as a tool for organizing a volunteer program.

**November 17-18, 2010**

**Staffing a Volunteer Program:**

Focuses on such human resource development topics as recruiting, interviewing, screening, placing, recognizing and retaining volunteers.

**January 12-13, 2011**

**Directing a Volunteer Program:**

Covers supervision, diagnosing performance problems and coaching the highest performance from every team member.

**February 9-10, 2011**

**Program Evaluation and Volunteer Accountability:**

Explores assessment tools effective in evaluating and measuring program success. Addresses effective crisis management.

**March 9-10, 2011**

The program concludes with the completion of a performance-based assessment tool and a management narrative.

For more information, please contact...

**Arkansas Public Administration Consortium**

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2801 South University Avenue  
Little Rock, AR 72204-1099

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Fax: 501-569-3021  
E-mail: [apacprog@ualr.edu](mailto:apacprog@ualr.edu)

[www.ualr.edu/apac](http://www.ualr.edu/apac)

**Arkansas Public Administration Consortium**  
**The Certified Volunteer Manager Program**  
**Program Application Form**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Organization \_\_\_\_\_

Organization Address: \_\_\_\_\_  
\_\_\_\_\_

Phone:(Work)\_\_\_\_\_ (Fax)\_\_\_\_\_ (Home)\_\_\_\_\_

E-Mail:\_\_\_\_\_ (required)

Supervisor:\_\_\_\_\_ Title:\_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone (Work)\_\_\_\_\_ (Fax)\_\_\_\_\_ E-Mail:\_\_\_\_\_

As attachments to this application form, please answer the following:

**I. Experience**

- A. How many years of volunteer management experience do you have and in what positions? (Please include paid and non-paid positions in which you directly supervised the work of volunteers or a volunteer project or program.)
- B. How many years of experience do you have as a volunteer and for what organizations?
- C. Please include a brief description of the organization where you are currently working and your job responsibilities.
- D. Please include your resume.

**II. In approximately 200 words, address the following:**

- A. The role of the volunteer manager and your philosophy of volunteerism
- B. Why you wish to participate in the CVM program and what you expect to learn
- C. What you expect to accomplish in your career with the CVM certificate

**III. Members of the CVM Advisory Committee and representatives from APAC will review this application.**

***Signatures...***

Applicant \_\_\_\_\_ Date \_\_\_\_\_

*I have reviewed this completed application, and I approve and support the candidacy of this applicant.*

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

**Please submit complete application to:**

APAC  
UALR Ross Hall 600  
2801 S. University  
Little Rock, AR 72204  
Phone: (501) 569-3090  
FAX: (501) 569-3021  
Home Page: [www.ualr.edu/~iog/apac/html](http://www.ualr.edu/~iog/apac/html)  
Email: [apacprog@ualr.edu](mailto:apacprog@ualr.edu)

**Application deadline: August 14, 2011**

CVM Absentee Policy: CVM participants are expected to attend all six sessions and satisfactorily complete a CVM project narrative in order to meet certification requirements and graduate with the CVM designation. If a participant must miss a session due to work-related crisis or personal emergency, he/she must make up this session. Additional absences can jeopardize the participant's opportunity to fully graduate.

How did you hear about the CVM program? \_\_\_\_\_

**Arkansas Public Administration Consortium**  

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**The Certified Volunteer Manager Program**  
**Scholarship Application Form (Optional)**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Organization Address: \_\_\_\_\_

Phone:(Work)\_\_\_\_\_ (Fax)\_\_\_\_\_ Email: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Phone: (Work) \_\_\_\_\_ (Fax) \_\_\_\_\_ Email: \_\_\_\_\_

Partial scholarships are made possible through contributions from the Department of Health Human Services Division of Volunteerism (DHS-DOV), the Arkansas Volunteer Coordinators Association (AVCA), the Arkansas Service Commission (ASC), and the Arkansas Public Administration Consortium (APAC).

These scholarships are targeted to assist worthy, financially needful candidates in furthering their professional development. The partners are strongly dedicated to the professional management of volunteers and through these contributions, hope to assist volunteer coordinators/managers in building careers in volunteer management.

Applicants will be competing for limited funds: scholarships are not automatic. Incomplete scholarship requests will not be reviewed.

**I. Application**

- A. The Certified Volunteer Manager (CVM) Program Application Form must be completed and must accompany this scholarship application form.
- B. The scholarship application must be fully completed. Include the following information on a separate page.
  - 1. Explain why your agency cannot pay full tuition and why you need a scholarship.
  - 2. Will you still be able to participate in the CVM program if you are not awarded a partial scholarship?
  - 3. If applicable, list other funding sources you have approached and the amount of tuition these sources have committed to paying.
  - 4. Include a statement, signed by your supervisor, detailing why CVM funding is desired.
- C. Members of the CVM Advisory Committee and representatives from the Arkansas Public Administration Consortium will review the application.

*The enclosed application information is true and correct to the best of my knowledge.*

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date